K12PaymentCenter.com
Parent
User Manual

Meals Plus
Keeping the lunchline moving.℠

Education Management Systems, Inc.

4110 Shipyard Blvd, Wilmington, NC 28403

www.mealsplus.com or (800) 541-8999

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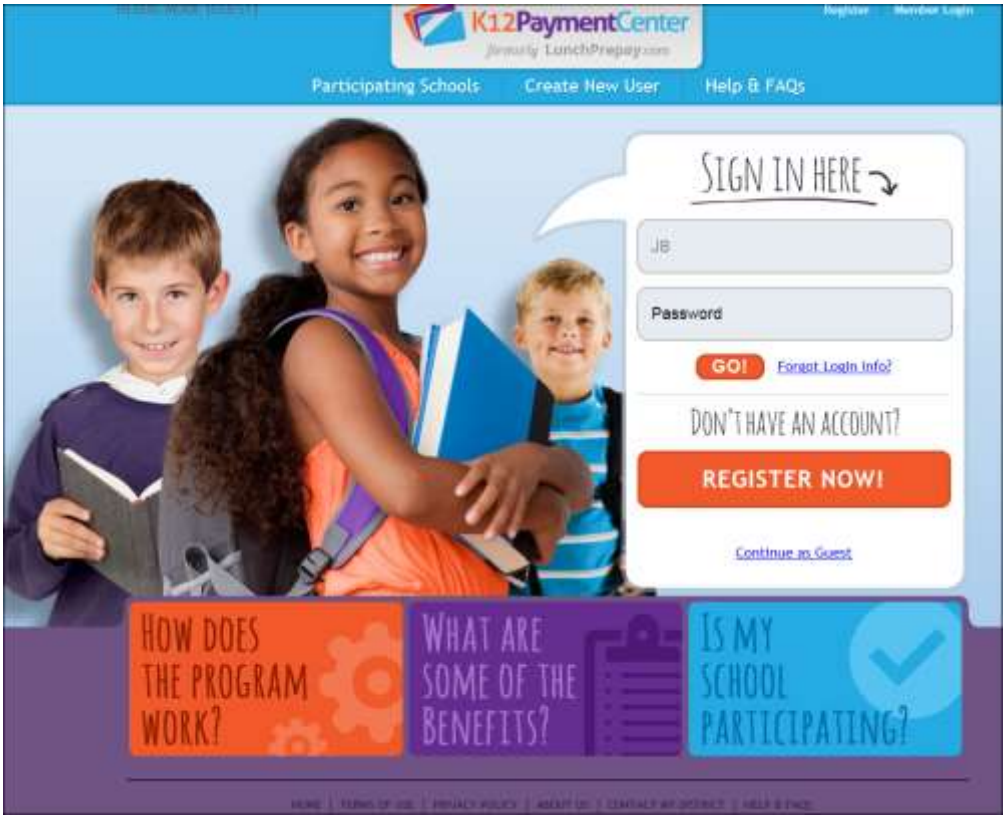
1.0 Welcome to K12PaymentCenter.com

1.1 Homepage

The *K12PaymentCenter* site has several functions for parents and administrators at participating schools.

- Parent functions include, but are not limited to:
  - Apply money to lunch payments
  - Pay fees for field trips, uniforms, books, etc.



- Parents can sign in using their existing login information, register as a new user or continue as guest.

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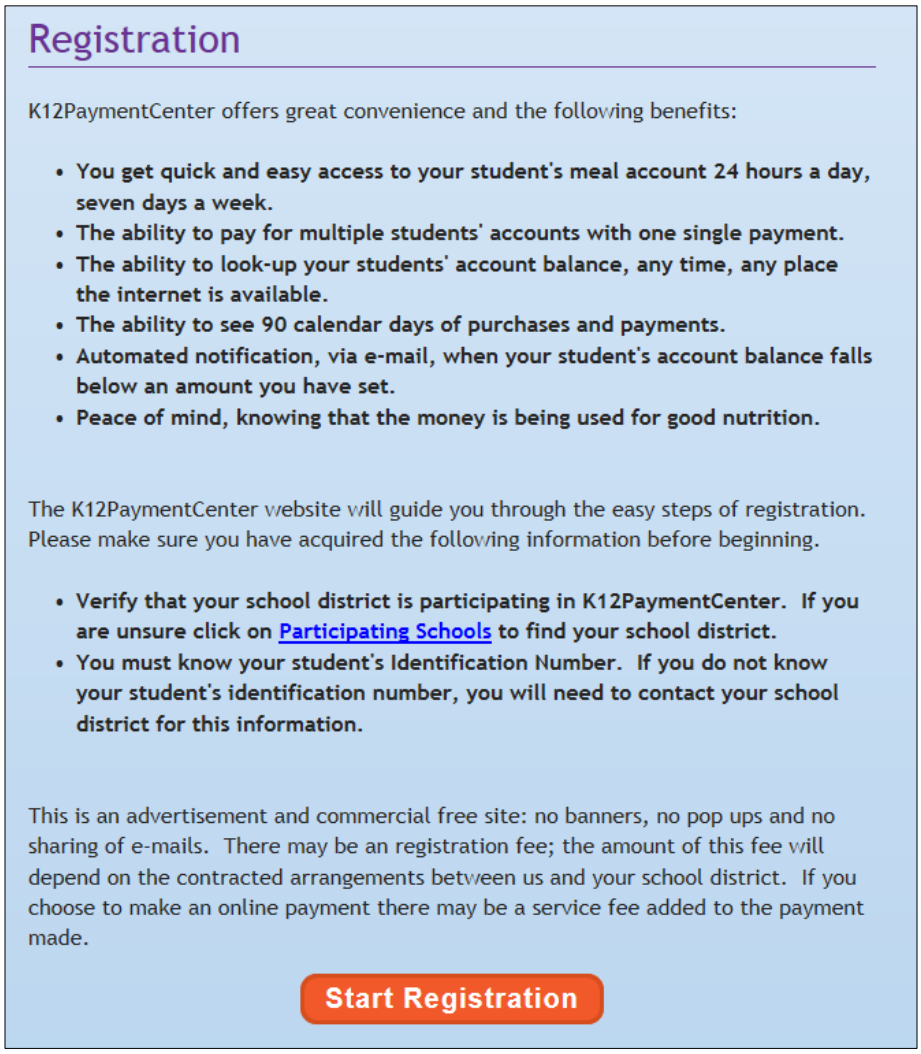
1.2 New User

To set up a new user account, click on **Create New User** at the top center of the www.k12paymentcenter.com homepage page. The **Create New User** page opens.


Registration
K12PaymentCenter offers great convenience and the following benefits:
You get quick and easy access to your student's meal account 24 hours a day, seven days a week.
The ability to pay for multiple students' accounts with one single payment.
The ability to look-up your students' account balance, any time, any place the internet is available.
The ability to see 90 calendar days of purchases and payments.
Automated notification, via e-mail, when your student's account balance falls below an amount you have set.
Peace of mind, knowing that the money is being used for good nutrition.
The K12PaymentCenter website will guide you through the easy steps of registration. Please make sure you have acquired the following information before beginning.
Verify that your school district is participating in K12PaymentCenter. If you are unsure click on Participating Schools to find your school district.
You must know your student's Identification Number. If you do not know your student's identification number, you will need to contact your school district for this information.
This is an advertisement and commercial free site: no banners, no pop ups and no sharing of e-mails. There may be an registration fee; the amount of this fee will depend on the contracted arrangements between us and your school district. If you choose to make an online payment there may be a service fee added to the payment made.
Start Registration

- Click **Start Registration** to register a new account.

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Create New User
Begin by selecting a participating state where your child is currently enrolled:
State: North Carolina
District: LPP District 123
User Name: username
E-mail: use@mealsplus.com
Password: ••••••••
Confirm Password: ••••••••
Phone: 910-123-1234
First Name: FirstName
Last Name: LastName
Address1: 4110 Shipyard Blvd
Address2:
City: Wilmington
State/Zip: NC 28411
User Type: Premium Basic
Features Premium Basic
Meal History
View Balances
Low Balance Notifications
School Fees Notifications
Online Payment
Registration Fee *Lifetime $10.00 Free
Transaction Fee $2.00 $2.00
I have read and I abide by the rules and regulations stated in the Terms of Use and Privacy Policy. Registration fees are non-refundable.
Register Me

- Select a state from the **State** dropdown list.
- Select the school district where the students are enrolled from the **District** dropdown list.
    - Once the district is selected, the chart showing fees for that district will display.
- Enter a user name for your *K12PaymentCenter.com* parent account in the **User Name** text field.
- Enter an email address in the **E-Mail** text field. This is required and will be used only for *K12PaymentCenter.com* correspondence.
- Create a password by entering it in the **Password** test field. A password is required for security. Re-enter the password in the **Confirm Password** text field to ensure the correct password has been created.

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- Enter parent's name, address and phone number in the **Name, Address, Phone** text fields. This is the contact information in case we need to reach a parent and email is not available. First and Last name are required. Address and phone are requested but not required.
- Select **Premium** or **Basic** from the User **Type** field. The chart shows the features and costs.
    - Basic users can upgrade to Premium at any time.
    - If a district has no fee for the **Premium** service, it will default to **Premium.**
    - The two charts show the features and costs for Lunch Account Features and School Fees Features. If your district does not offer school fees, your School Fees Features chart will display like this:

School Fees Features
Pay School Fees
Email or text message notification when a school fee is assigned to your student
Registration Fee *Lifetime membership includes all students in family
Free
Convenience fee per transaction
N/A
FEATURE NOT ENABLED FOR YOUR SCHOOL DISTRICT

- Check the **Terms of Use** box to agree to Terms of Use and Privacy Policy.
- Click

. If an annual fee applies, the payment screen will appear. Enter the credit card information.

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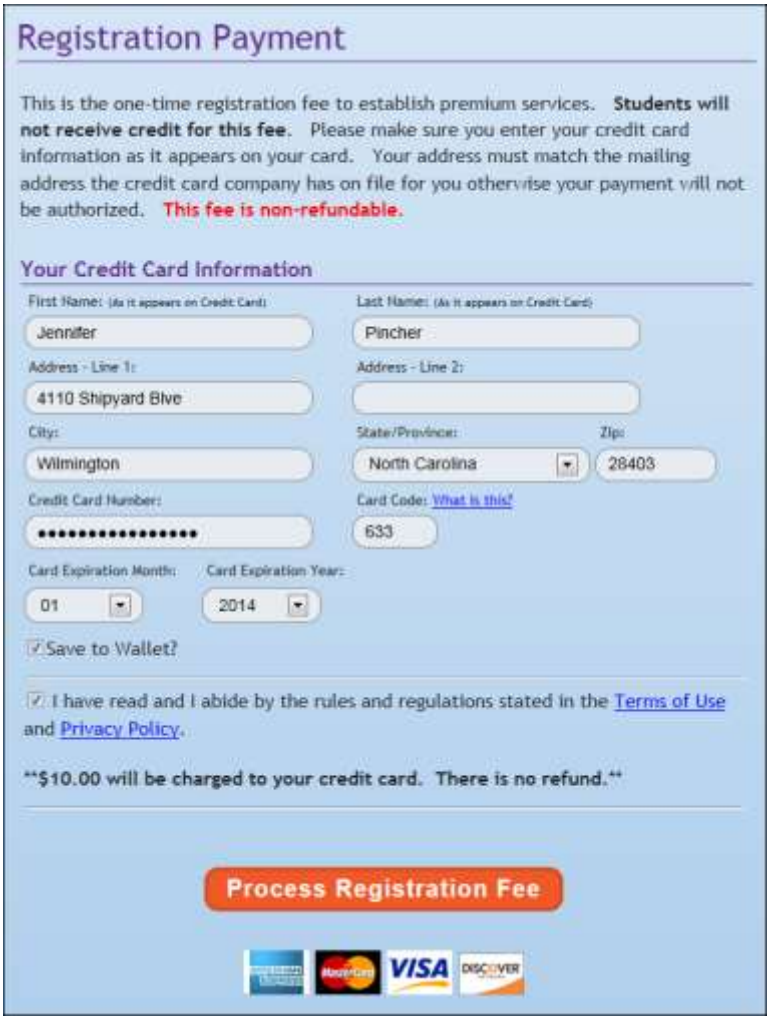
Registration Payment
This is the one-time registration fee to establish premium services. Students will not receive credit for this fee. Please make sure you enter your credit card information as it appears on your card. Your address must match the mailing address the credit card company has on file for you otherwise your payment will not be authorized. This fee is non-refundable.
Your Credit Card Information
First Name: (As it appears on Credit Card)
Jennifer
Last Name: (As it appears on Credit Card)
Pincher
Address - Line 1:
4110 Shipyard Blvd
Address - Line 2:
City:
Wilmington
State/Province:
North Carolina
Zip:
28403
Credit Card Number:
Card Code: What is this?
633
Card Expiration Month:
01
Card Expiration Year:
2014
Save to Wallet?
I have read and I abide by the rules and regulations stated in the Terms of Use and Privacy Policy.
$10.00 will be charged to your credit card. There is no refund.
Process Registration Fee
VISA

- The information you enter here must match the credit card's billing information.
- If **Save to Wallet** is checked, it will save your credit card information to Manage Wallet so the information will not need to be re-entered. (This feature is optional.)
- After the Registration is done, the next step is to **Add Students** under **Manage Students.**

1.3 Continue as Guest

If a parent does not want to register for a K12PaymentCenter.com account, they can still pay for school fees by clicking the **Continue as Guest** link. A guest will only have access to the School Fees, Make Payment and District Menu pages.

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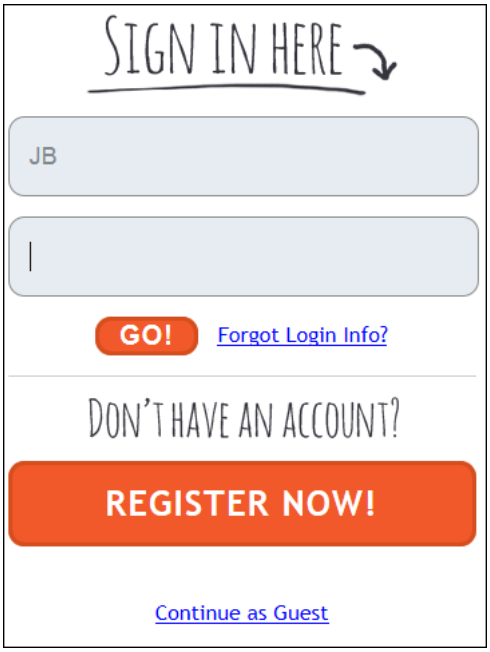

- Click the **Continue as Guest** to continue without creating an account.

- Select your state from the **Choose a State** dropdown list.
- Select your district from the **Choose a District** dropdown list.
- You can filter **available fees** and add them to your cart.
    - A memo is required when you're purchasing a fee as a guest. Please be as descriptive as possible (i.e. student first and last name, student #, room #, etc.) in the **Memo** field, so the fee gets applied to the correct student.
- Click the **Shopping Cart** button to checkout and pay for the fees.

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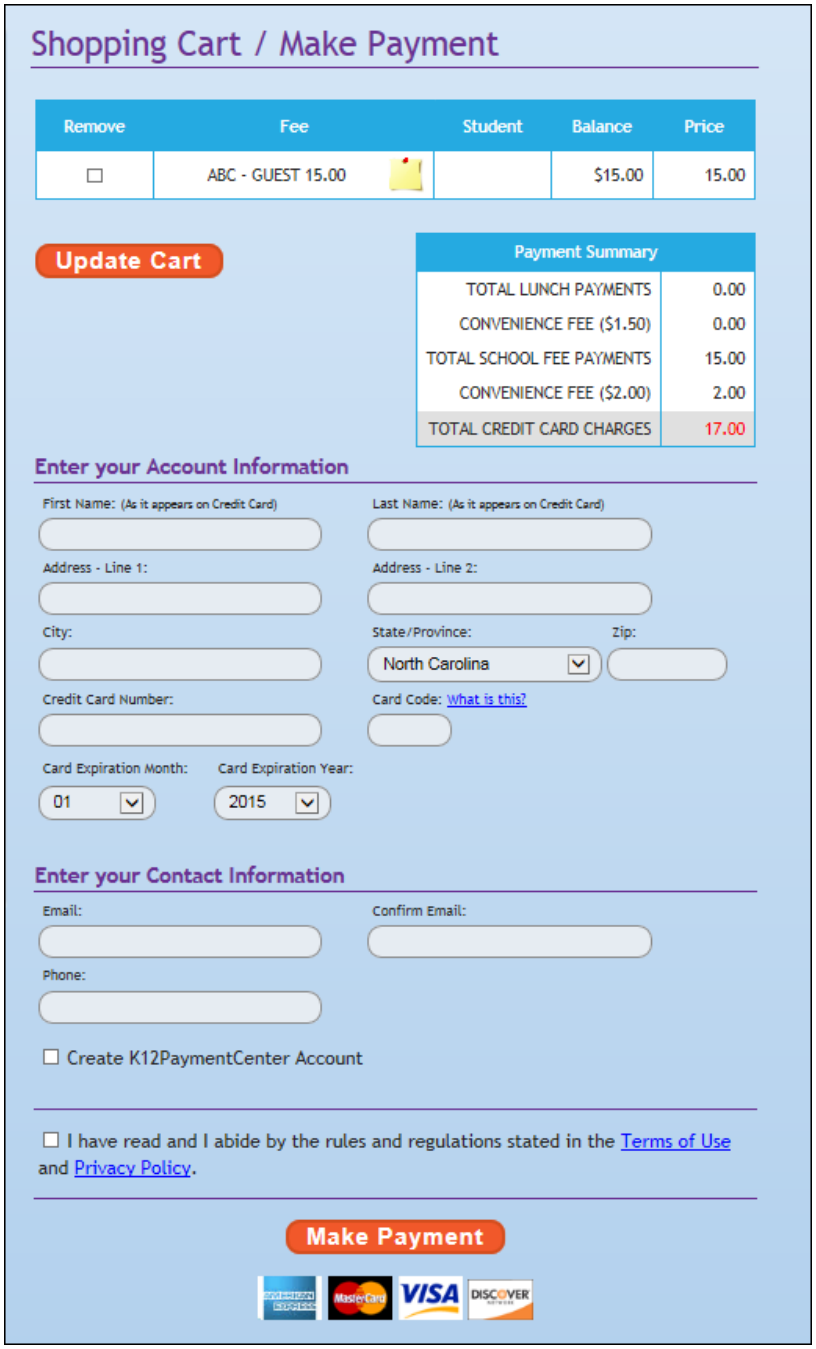

- Enter all of the **account information** in the appropriate fields. This is required.
- Enter your email and phone number in the **Enter your Contact** Information section. This is required.
- Click the Create **K12PaymentCenter Account** button if you would like to create an account. The email you provided above will become your login.

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- Check the **Terms of Use** and **Privacy Policy** checkbox to verify you have read and agree to the terms.
    - You will get an email confirming the fee purchase.

1.4 Participating Schools

Participating Schools allows the user to verify that *K12PaymentCenter.com* is available for their child's school before registering.

- Select a state from the **Choose a State** dropdown list.
- Select a district from the **Choose a school district to view participation schools** dropdown list.
- Click **View Schools.**
- The participating schools will display.

1.5 Terms of Use

Terms of Use displays the terms and conditions set forth below that apply to your use of the www.K12PaymentCenter.com™ website, call center, payment service and related facilities.

- Please read before registering.

1.6 Privacy Policy

Education Management Systems, Inc. takes your privacy seriously. Please read this section to learn more about our privacy policy.

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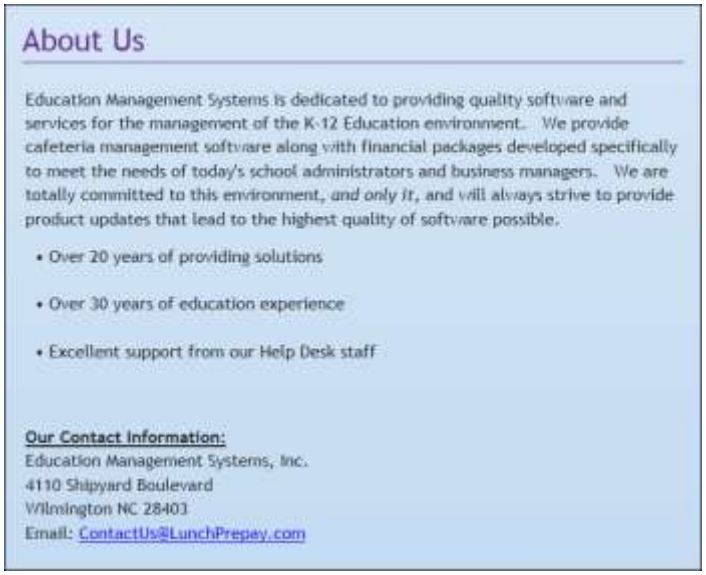
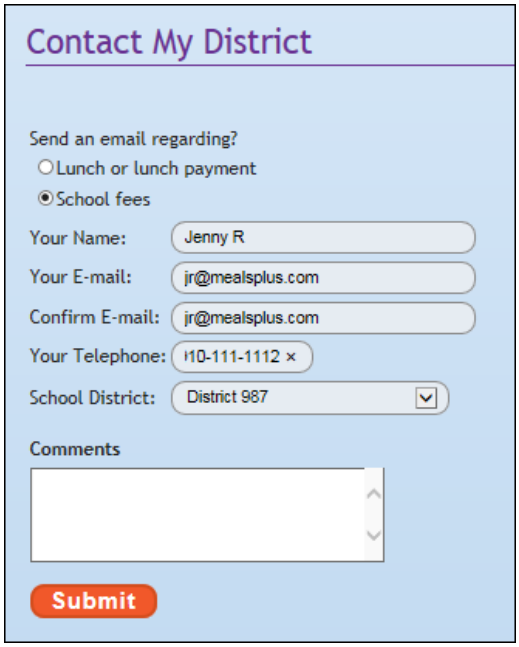
1.7 About Us

About Us provides a brief description of Educational Management Systems, as well as the company's vision.


About Us
Education Management Systems is dedicated to providing quality software and services for the management of the K-12 Education environment. We provide cafeteria management software along with financial packages developed specifically to meet the needs of today's school administrators and business managers. We are totally committed to this environment, and only it, and will always strive to provide product updates that lead to the highest quality of software possible.
• Over 20 years of providing solutions
• Over 30 years of education experience
• Excellent support from our Help Desk staff
Our Contact Information:
Education Management Systems, Inc.
4110 Shipyard Boulevard
Wilmington NC 28403
Email: ContactUs@LunchPrepay.com

1.8 Contact My District

If a logged-in user submits a message from Contact My District, an email will be sent directly to the District Administrator for your district.



- Select **Lunch or lunch payment** or **School fees** from the **Send an email regarding?** section.

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- This determines who in the district receives your email to ensure a faster and accurate response.

- The email text will include the User Name and Student Names and Numbers.
- Click **Submit** to send the email.

1.9 Help/FAQ

This information can also be viewed from the *K12PaymentCenter.com* website by clicking Help/FAQ.

1.9.1 Frequently Asked Questions

Log In/Set up

What is my child's Student Number?

The **Student Number** is a unique number assigned by your school district office. (It is usually not the same as the 3- or 4-digit lunch number that is used in the cafeteria.) It is usually printed on report cards and correspondence that you receive from the school. Please contact your district office if you do not know what number to use.

Why do I not see my district's name listed under Participating Schools?

If your district name is not listed under the **Participating Schools** page, then they have not signed up with Education Management Systems, Inc. to participate in *K12PaymentCenter.com.* Please encourage them to contact us.

What if my student's school is not listed?

If your student's school is not listed in the dropdown box you will need to check with your school district directly. They will be able to tell you if the school will be added to our program.

What if I forget my user name or password?

Click on **Forgot Login Info?** on the Login screen. Send us your registered e-mail address and we will send you a return e-mail with your information.

What if I can't remember what e-mail address I used or it is no longer available?

Contact your school district administrator and they will assist you.

Site Fees/Costs

Why are there fees for this service?

The fees cover the costs of maintaining the secure website and the fees that are charged to us for processing credit card payments. School districts usually do not have funds available for this type of expense.

What does the service cost?

The cost depends on the level of service (Premium or Basic) that you select and the school district that your students are in. When you select your school district during registration, it will show the fees that apply in that district. You will always be provided with the cost information before any payment is processed.

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For **Premium** membership, there is a one-time registration fee. This gives you access to your student's lunchroom balance and meal history, and offers e-mail notification when the account balance drops below a limit you have set. The fee varies per school district.

With **Basic** membership, you can still make payments for meals and school fees online, but you will not be able to look up your student's balance or meal history, and you will not receive Low Balance notifications. The regular payment fees will apply but there is no registration fee. You can upgrade to premium service at any time if the service is available in your district.

When you make Payments, a fee will be added to cover the cost of processing the credit card transaction. One online payment can be split among all of the students attached to your account, with no additional cost.

What does the processing fee cover?

The payment fee covers the fees that the credit card company charges for processing the transaction. In some areas, the fee is partially paid by the school district.

Do I have to pay a separate registration fee for each student?

No, one registration fee covers all the students in your family who attend school in the same district.

What does the registration fee include?

The registration fee gives you access to your student's lunchroom balance and meal history, and offers e-mail notification when the account balance drops below a limit you have set. It includes all the students in your family who attend school in the same district**.**

Site Security

How do I know it is safe to enter my credit card information on www.k12paymentcenter.com?

www.k12paymentcenter.com has 128 Bit Encryption provided by Thawte. Thawte is the most trusted name in online shopping. All information submitted is protected by our secure server, which automatically encrypts your personal information so that it cannot be read while traveling over the Internet.

Students/Accounts

What do I do if I do not see all my students listed on the payment screen?

If all the students you have entered do not show up on the payment screen, it is possible the information you supplied could have been typed incorrectly. Please go to the **Manage Student** page and check the student's first and last name, school,

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and **Student Number**. Correct any errors and save your changes. This student account will be available as soon it is verified with the school's information.

I have a question about one of the charges on my student's account. How do I dispute it?

If you suspect a cashier error or wonder if another student may be borrowing your student's account number, please contact your school district directly.

My child has switched school districts. The new district also uses K12PaymentCenter.com. How do I move my child to the new district?

You can change the school district in the Manage Profile section. It should be the first option on the page, and include a drop down. Once you change the district, you will need to re-add your students using their student number and name.

Any money left in your student's account cannot be transferred between districts. You must withdraw any outstanding balance from the school cafeteria you are leaving. Contact your student's cafeteria for more information.

How do I know what my balance is if I use a family account?

With a family account, a balance will show for all students since all students are using the funds from this one account. Because of the way our system receives data from the school Point of Sale system, the most current balance of the family account will be reflected by the student who had the most recent cafeteria transaction. Typically, this will be the student with the lowest balance.

How do I get a refund? My student is no longer at the district/graduated/other.

Please contact the school district directly for a refund, we simply process the online payments. Once the payment clears it is deposited in a school district bank account. We do not hold funds.

Why can't I see the balance/meal history on my child's account?

Balance and meal history information are available for Premium account holders. If you are a Premium account holder, and your student hasn't made a purchase in the cafeteria in a while, the account will go dormant, generally after about 90 days. Once they make a purchase again it will "reactivate" and you will be able to see everything. The money/balance is still there, it's just not showing up on K12PaymentCenter due to inactivity. The school child nutrition office should be able to verify that the funds are still there.

Alternatively, if you are just registering, it may take several hours for our system to synch with the school district. Once this has completed, you will see balance and history.

Why do I sometimes get an error while making a payment, and then find a charge on my credit card anyway?

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All credit cards are processed through a third-party service that verifies all the credit card information and payment amount. The service verifies that your name, address, card number, and card code match exactly to what your credit card company has on file. If there is a mismatch, the service sends a message to us that the charge failed. Depending on your credit card company's policy the payment amount may still show as a Pending or a Temporary Hold against your account. Again, depending on your credit card company's policy, it may take a day or two for the temporary hold to be removed. Please note that *K12PaymentCenter.com* has no control over this process.

How do I transfer money between my children's accounts?

As long as your students are not assigned to a family account, you may transfer money from one account to another. To do this, select Transfer Funds from the navigation pane on the left. Select the student you wish to transfer money from and the student you wish to transfer money to. Enter the amount you wish to transfer and click Add Transfer. The transfer will take place the next time the service runs (typically every (2) two hours except 10 a.m.-2 p.m. ET).

Please note, you cannot transfer more money than is available on the student's account you are transferring money from.

What if I can't see all my children's names when trying to transfer funds? This usually means that the student is associated with more than one parent's K12PaymentCenter.com account. Unfortunately, we do not allow the transferring of funds from/to a student associated to more than one parent's K12PaymentCenter.com account for security reasons.

Why is the verification process necessary for lunch payments?

This is how we make sure that your payment is credited to the correct student's cafeteria account. We check for a match on the student's last and first name, school, and Student Number. This can usually be done instantly; however, in some cases it may take up to 24 hours. Once a student has been verified, lunch payments are processed by a service that runs automatically throughout the day.

If it has been more than 24 hours, please contact your school district office and ask for the Student Nutrition Department. They will be able to assist you.

Lunch Payments/Meal History

How long from the time I register as a New User can I make a lunch payment?

This process usually takes less than a day. Students must be verified before we can accept payments. This can usually be done instantly; however, in some cases it can take up to 24 hours. Once this process has completed, you can make payments directly to your student account from http://www.k12paymentcenter.com.

How long does it take for the payment to show at my student's school?

Generally, all lunch payments are applied within 24 hours.

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How do I set up a low balance notification?

Go to **Manage Profile** and enter the **Low Balance** amount.

Check **Send Notifications**. You will receive an e-mail when the balance drops below the amount you set. (You must have Premium service to use this feature.)

How do I find out what my student has been buying for lunch?

On your home page, click on **Meal History** next to the student's name. (You must have premium service to use this feature.)

I know that my student should have meal history or money in their account, so why does the balance show N/A?

There are a couple of reasons that *K12PaymentCenter.com* displays balance as N/A. The most likely reason is the link between our website and the school's cafeteria server was broken during a nightly upload. When this occurs, we display N/A to avoid showing inaccurate information or because no information is available.

I'm getting some sort of error while trying to make a payment. What do I do?

It's possible that your credit card information that you've entered on the website does not match the information on file with your credit card company. Delete and re-enter your credit card information, paying particular attention to your address and name. If that does not work, send an email to ContactUs@K12PaymentCenter.com. **PLEASE NOTE:** THIS IS NOT THE SAME AS CLICKING ON CONTACT US ON THE WEBSITE.

If I make payments in the cafeteria, will they appear on K12PaymentCenter.com?

When you view **Payment History**, the page only displays the payments made through our website. Any payments made in the cafeteria will be shown on the Meal History page for each student.

How do I know when I've made a successful lunch payment?

When you've made a successful payment, a confirmation number will always be mailed to you. You will also be able to see the payment in the **Payment History** section of your K12PaymentCenter account.

Why are my payments being declined?

If your payments are being declined, please verify all information is correct from your credit card, including the 3 digit security/verification code and billing address. If you still have issues, please contact the phone number on the back of the card for more information. We simply pass on the information that the issuing bank is providing to us.

I keep getting a message that my payment may not exceed $X. Why?

Please confirm that you have not set up a Maximum Lunch Payment amount for your account. This setting can be found under "Manage Profile" at the bottom of the page.

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School Fees

How do I pay School Fees using K12PaymentCenter.com?

Log in to your www.k12paymentcenter.com user account. It doesn't matter whether it is Premium or Basic. If you have verified students associated with your account, any fees that the school has assigned to your students will display. If your school or district has other fees that are not student specific, those can be viewed by clicking on "View All Fees."

Click **Add** to select the fees to be added to your shopping cart. You can enter multiple quantities if desired.

Click **Shopping Cart** to view the list of items.

Click **Make Payment** to process your payment. The school will be notified that the payment has been made.

1.10 Nutritional Information

Nutritional Information provides links to nutritional resources.

- Click any of the links to read more information on those topics.

1.11 Find us on Facebook

This provides instructions for accessing *K12PaymentCenter* on Facebook. The Facebook app allows the parent to make lunch payments, pay school fees, view payment history and the district menu, contact their district or manage students.

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- Click the link on www.k12paymentcenter.com to go to Facebook or search 'K12PaymentCenter' in the toolbar on Facebook.
- The Facebook app will open and functions similarly to www.k12paymentcenter.com.

1.12 Signing into www.k12paymentcenter.com

- If you have an account, enter your parent **User Name** and **Password** and click **Sign In.**
    - If you do not wish to become a registered user, you can still pay for student's school fees by clicking the Continue as Guest link.

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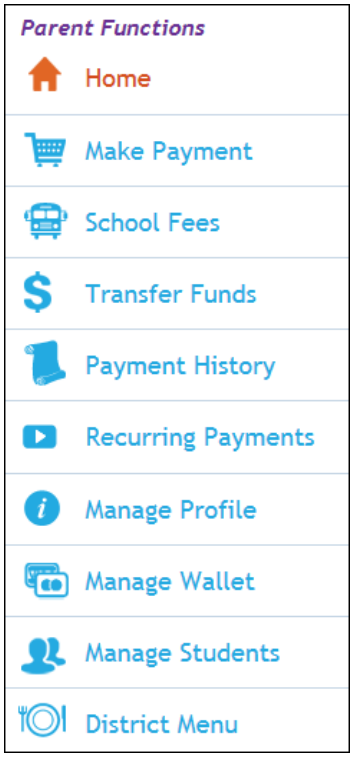
2.0 Parent Functions

2.1 Parent Home Page

2.1.1 Parent Functions

On the left side of the Parent's Home Page, there is a list of all the *Parent Functions* to navigate the site.



- Click any link to go to that page.

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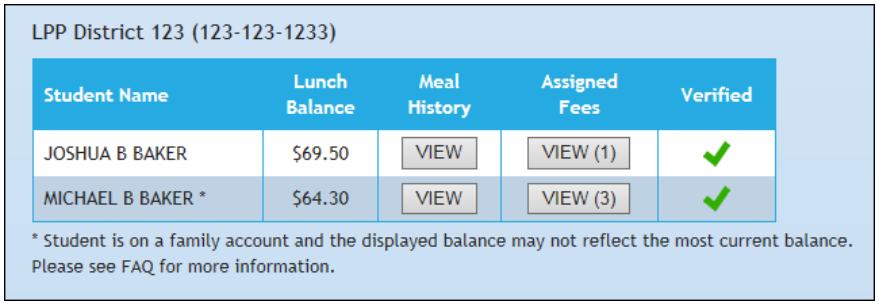
2.1.2 Home/Student Information

The page will display a list of all their students, along with a green check if the student is verified.

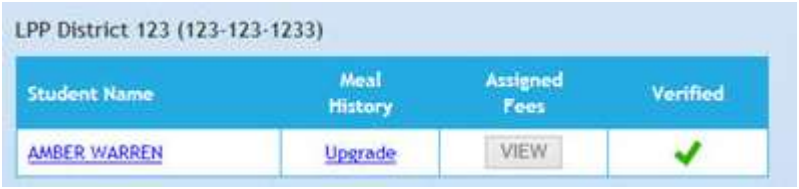
- The last *K12PaymentCenter.com* payment that was made for each student will display.
- **Premium** users will also see each student's **Balance** from *Point of Sale,* and buttons for looking up **Meal History** and viewing **assigned fees.**


LPP District 123 (123-123-1233)

Student Name	Lunch Balance	Meal History	Assigned Fees	Verified
JOSHUA B BAKER	$69.50	VIEW	VIEW (1)	✓
MICHAEL B BAKER *	$64.30	VIEW	VIEW (3)	✓

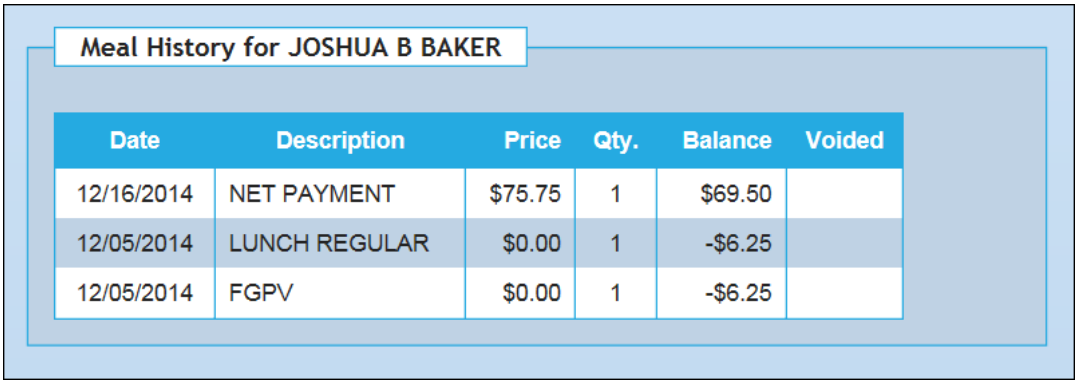
* Student is on a family account and the displayed balance may not reflect the most current balance. Please see FAQ for more information.

- Basic users will not have a column displaying the student's Lunch Balance and will see an Upgrade link instead of the VIEW button, so they are unable to view their child's meal history without upgrading.


LPP District 123 (123-123-1233)

Student Name	Meal History	Assigned Fees	Verified
AMBER WARREN	Upgrade	VIEW	✓

- Click on the **View** button under **Meal History** to display a list of all the transactions for that student.


Meal History for JOSHUA B BAKER

Date	Description	Price	Qty.	Balance	Voided
12/16/2014	NET PAYMENT	$75.75	1	$69.50	
12/05/2014	LUNCH REGULAR	$0.00	1	-$6.25	
12/05/2014	FGPV	$0.00	1	-$6.25	

- A student must be *verified* before lunch payments can be made. If a student is **Not Verified,** a **Meal History** link will not display.
- Click the **View (X)** button under **Assigned Fees** to view and fees that have been assigned to your student. You will be directed to the **School Fees** page.

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- Use the **School Fees** page to add assigned fees to the cart or search for other fees to be added to the cart.

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2.2 Shopping Cart / Make Payment-

Make Payment is where both **lunch payments** and **school fee payments** are made.

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LUNCH PAYMENTS

- To make a lunch payment, enter the payment amount for each student in the **Price** field. (Only verified students will show here.)

SCHOOL FEES

- If your district participates in K12PaymentCenter school fees, any fees assigned to one of your students will display here.

- Click the **Post-It icon** to edit or add a memo to the school fee.
    - The district will sometimes require student's name and classroom number or similar information.
- If a school fee is optional, or you do not want to pay it at the same time as the lunch payments, you may remove it. Click the **Remove** box and click **Update Cart.**
    - A school fee can be added later.

Payment Summary

This displays a summary of the payments you are making that includes Lunch Payments, School Fees payments, all Service Charges and Total charges.

NOTE: *Convenience Fee amounts shown are an example; fees may vary by district.*

Payment Summary	
TOTAL LUNCH PAYMENTS	30.00
CONVENIENCE FEE ($1.50)	1.50
TOTAL SCHOOL FEE PAYMENTS	11.00
CONVENIENCE FEE ($2.00)	2.00
TOTAL CREDIT CARD CHARGES	44.50

- The district-set Convenience Fee will be charged to your account each time you make a lunch payment and/or a school fee payment online (with a debit or credit card).

CHOOSE A WALLET ACCOUNT

- If you select a **Wallet Account,** it will automatically fill in the information that was entered in **Manage Wallet.**

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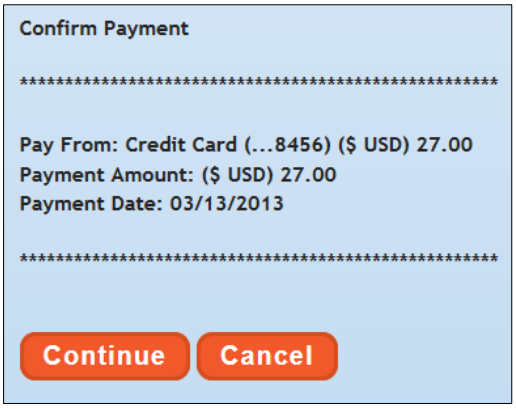
OR ENTER YOUR ACCOUNT INFORMATION

If you do not want to use or have not set up a wallet account, you can enter the required information on this screen.

- Enter the **name, address** and **zip code** exactly as it appears on the credit card bill in the appropriate fields.
- Enter the **Credit Card Number, Card Code, Expiration Month** and **Year.**
- You must check the **Terms of Use** box to process the payment.
- Click Make Payment to process the payment.
    - It will give a confirmation message and also send an email if **Send Notification** is checked in **Manage Profile.**



- Click **Continue** to finish processing the payment or **Cancel** to go back to the **Shopping Cart** / **Make Payment** page.
- Click Print Receipt on the confirmation screen if you would like a printed copy.
    - You can also print a receipt for any transaction from the Payment History page.

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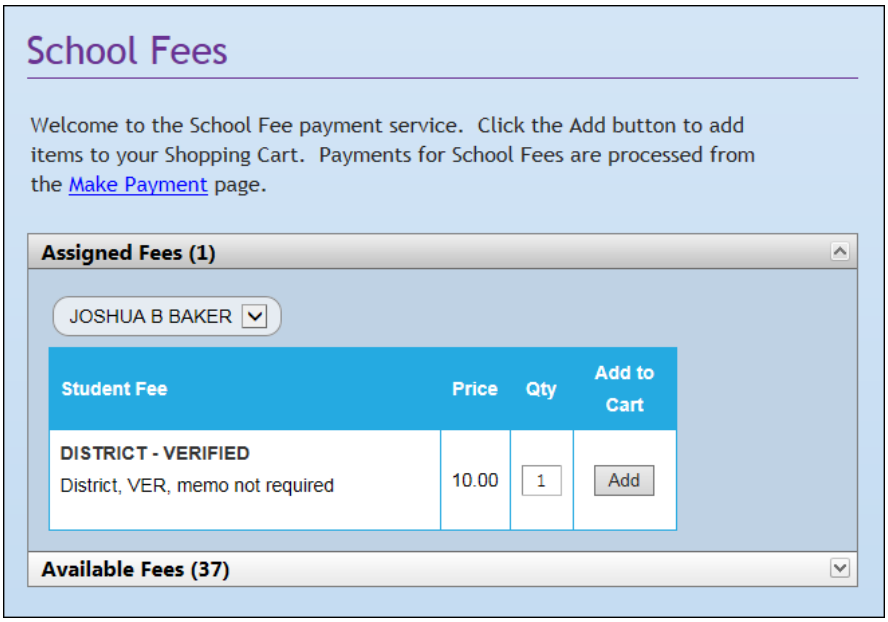
2.3 School Fees

A parent can select school fees to be paid in K12PaymentCenter.com. Any *K12PaymentCenter.com* user can make payments for school fees associated with any site.

The page opens with the first student selected in the Student dropdown list and displays fees assigned to them, if any. The user can also search for other available fees and add them to their cart as well.


School Fees
Welcome to the School Fee payment service. Click the Add button to add items to your Shopping Cart. Payments for School Fees are processed from the Make Payment page.
Assigned Fees (1)
JOSHUA B BAKER
Student Fee
Price
Qty
Add to Cart
DISTRICT - VERIFIED
District, VER, memo not required
10.00
1
Add
Available Fees (37)

ASSIGNED FEES GRID

- The (1) means that the student has one fee assigned to them.
- To view another student's assigned fees, select a different name from the **Student** dropdown list. The grid will refresh with the new student's assigned fees.
- To purchase an item, click **Add** under **Add to Cart.**
  - You can purchase multiple quantities of the same item by adjusting the Qty.
- A message stating the shopping cart is updated will appear.

AVAILABLE FEES GRID

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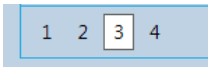
- The (10) means the student has ten fees available for your student's district and school.
- Click the down arrow to expand the **Other Available Fees** grid. The Assigned Fees grid will minimize.
    - District-wide fees will display first.

- You can filter the list by selecting a **School** or **Category** from the dropdown lists.
- Or if you already know the name of the fee, enter it in the **Title** field.
- Use the 

buttons to change pages and view additional fees.
- Select a student from the **Student** dropdown list, update **Qty** if necessary and click **Add** under Cart.
    - If the price is $0.00, enter the price of your fee in the **Price** field before adding it to the cart.
        - If you are unsure what the price of a fee is, contact your district before purchasing a fee.

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- If the district has required a memo for a fee, you must enter a memo in the **Memo** pop-up. Enter information that will help the district apply the monies to the correct student (i.e. student first and last name and room #).

- Click **OK** to close the message.
- To view the shopping cart at any time, click **Shopping Cart** on the top of page.
  - The number in parenthesis denotes the number of items currently in the shopping cart.

- This will return you to the **Shopping Cart/Make Payment** page.
- Click **Continue Shopping** if you want to add more items.
- Click **Make Payment** to go to the payment screen.

2.4 Transfer Funds

This allows a parent with a premium account to transfer funds from one child's account to another.

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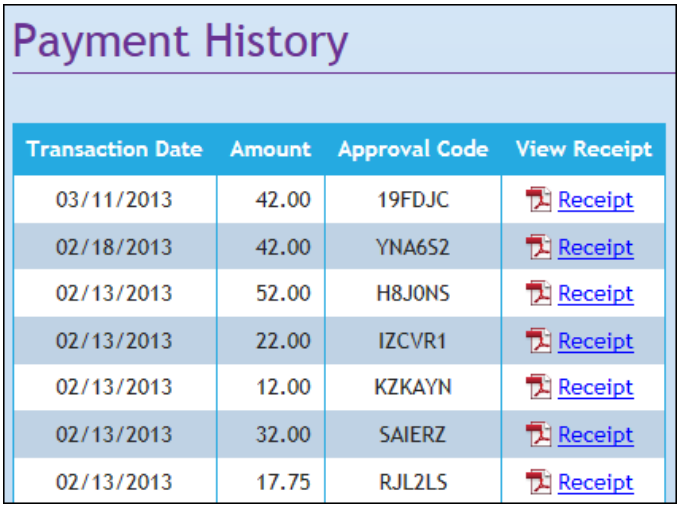
- Select the child's account you would like the money transferred from in the **Transfer From** dropdown list.
- Select the child's account you would like the money transferred to in the **Transfer To** dropdown list.
- Enter the amount you would like to transfer in the **Amount** text field.
- Click **Add Transfer.**
- The transfer information will display in the Pending **Transfers** grid.

2.5 Payment History

Payment History shows all the www.k12paymentcenter.com payments made on this account since the beginning of the current school year.



Payment History

Transaction Date	Amount	Approval Code	View Receipt
03/11/2013	42.00	19FDJC	Receipt
02/18/2013	42.00	YNA6S2	Receipt
02/13/2013	52.00	H8J0NS	Receipt
02/13/2013	22.00	IZCVR1	Receipt
02/13/2013	12.00	KZKAYN	Receipt
02/13/2013	32.00	SAIERZ	Receipt
02/13/2013	17.75	RJL2LS	Receipt

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- You can click on any the Receipt link to view and print a receipt of the transaction.

K12PaymentCenter Transaction Statement

6/13/2013 5:18:57PM

UserName: cassattack
Name: Stroehmer, Cass
District: LPP District 123
Payment Type: AmericanExpress XXXXXXXXXXX8456
Transaction Date: 2/18/2013 9:55:41AM
Payment Id: 1228

School Payment
Amount: 40.00
Transaction Id: D9D0A2315E6248B0908C6120799E5F0D
Approval Code: YNA652
Status Code/Message: 00 Transaction Approved

Service Charge Payment
Amount: 2.00
Transaction Id:
Approval Code:
Status Code/Message:

Payment Summary

Lunch Payments:	40.00
School Fee Payments:	0.00
Convenience Fee:	2.00
Total:	42.00

Student	Description	Amount	Lunch Payment Applied
MAKAYLA CORBETT	LUNCH PAYMENT	20.00	Y
RODNEY CORBETT	LUNCH PAYMENT	20.00	Y

- The report shows all the **Lunch Payments** and **School Fees** paid with this transaction.
    - Lunch Payments will always be associated with a Student name.
    - If a Lunch Payment has not been applied to the student's cafeteria account yet, it will have **N** in the **Applied** column. It will be applied the next time the automatic system update runs.
    - School Fees will have a Student name if a student was selected in the Shopping Cart. They will always show **N/A** in the **Applied** column since they are not handled by the automatic update.

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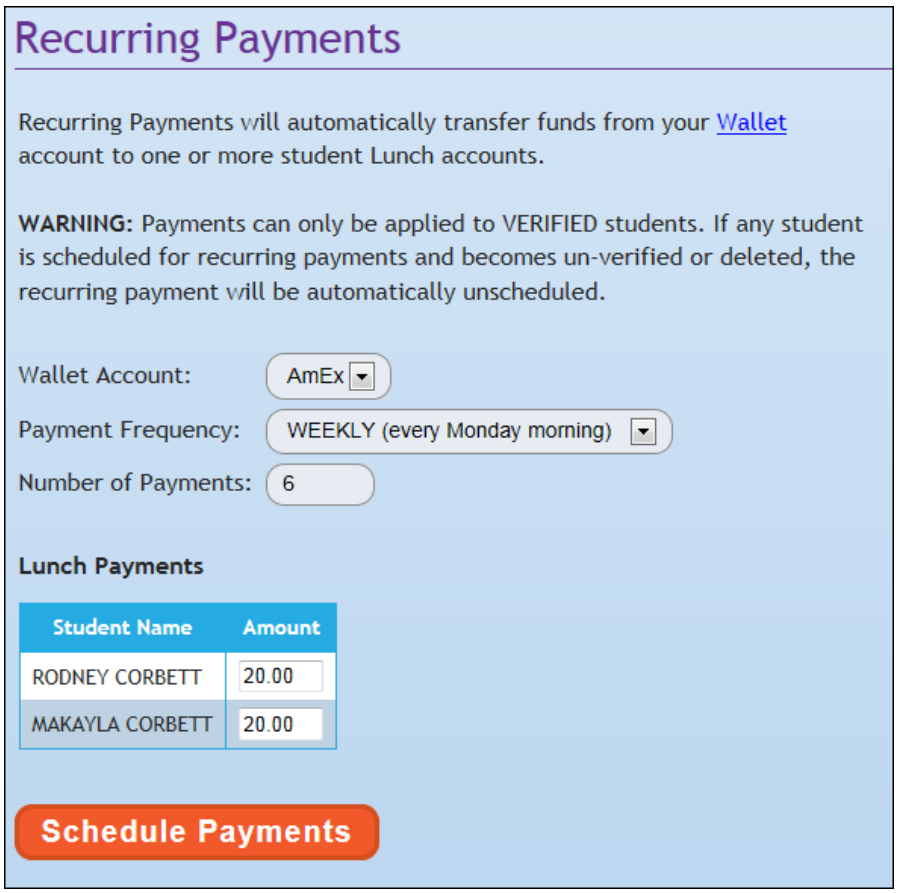
2.6 Recurring Payments

This page allows you to schedule recurring payments on a monthly or weekly basis.

NOTE: *A Wallet Account is required for recurring payments.*


Recurring Payments
Recurring Payments will automatically transfer funds from your Wallet account to one or more student Lunch accounts.
WARNING: Payments can only be applied to VERIFIED students. If any student is scheduled for recurring payments and becomes un-verified or deleted, the recurring payment will be automatically unscheduled.
Wallet Account:
AmEx
Payment Frequency:
WEEKLY (every Monday morning)
Number of Payments:
6
Lunch Payments
Student Name
Amount
RODNEY CORBETT
20.00
MAKAYLA CORBETT
20.00
Schedule Payments

- Select the wallet account to be used from the **Wallet Account** dropdown list.
- Select **Monthly** (first of every month) or **Weekly** (every Monday morning) from the **Payment Frequency** dropdown list.
    - Enter the number of payments to be scheduled in the **Number of Payments** field.

Or,

- Select **Low Balance** from the **Auto Payment Type** to have a payment made from your wallet account whenever a student's balance falls under the entered amount. (NOTE: The **Number of Payments** field changes to **Student balance falls below** field when **Low Balance** is selected.)

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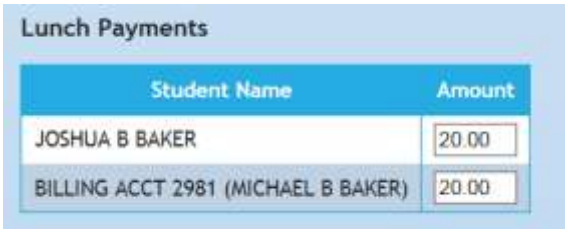
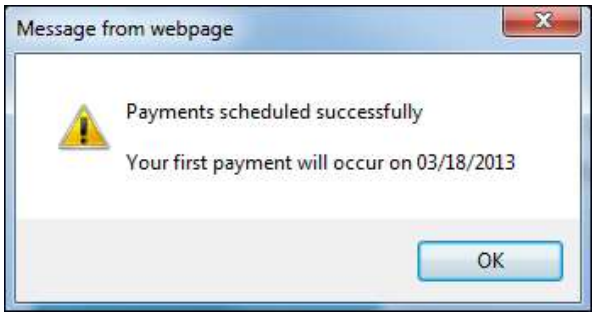
- Enter an amount in the **Student balance falls below** field. *Example: If $10 is entered here and your child's balance falls to $9.95, additional money specified below will automatically be added to their account.*
- Enter an amount to be added to the student's lunch account in the **Amount** field.



  - For each student that falls below the **Low Balance** threshold, a payment ($20, per example above) will be added to each student's account. So, a total of $40 will be charged to your wallet account, but will display as one transaction (with only one convenience fee).

- Click **Schedule Payments** to save.
  - You will get a message that tells you when the next payment will be made.



- The page refreshes. The **Wallet Account, Payment Frequency** and **Next Payment** will display with the parent's selections, as well as the **Student Name** and **Amount** of the recurring payment.

NOTE: *Payments can only be applied to VERIFIED students. If any student becomes un-verified or deleted, the recurring payments for all students on the account will be unscheduled automatically.*

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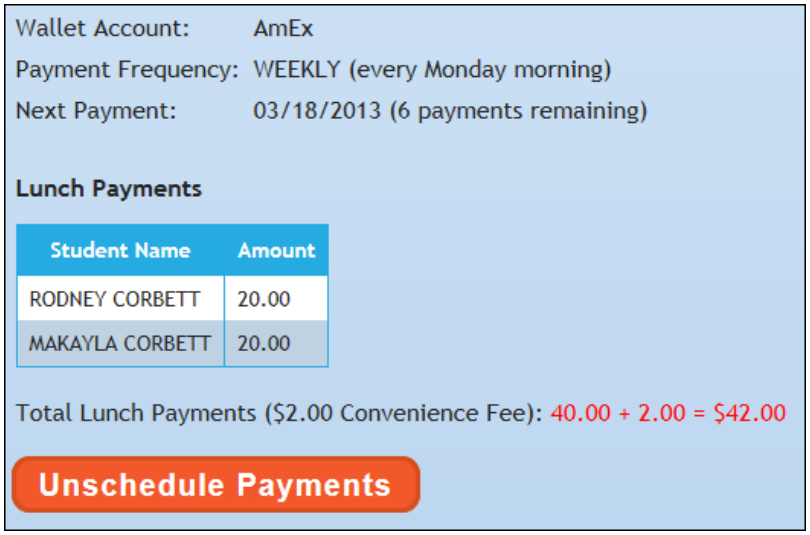
- The amount of payments remaining will display in the **Next Payment** field.



- The total amount charged to the parent for each payment will display below the student name.
- To delete a scheduled payment, go to the **Recurring Payments** page, and click Unschedule Payments.

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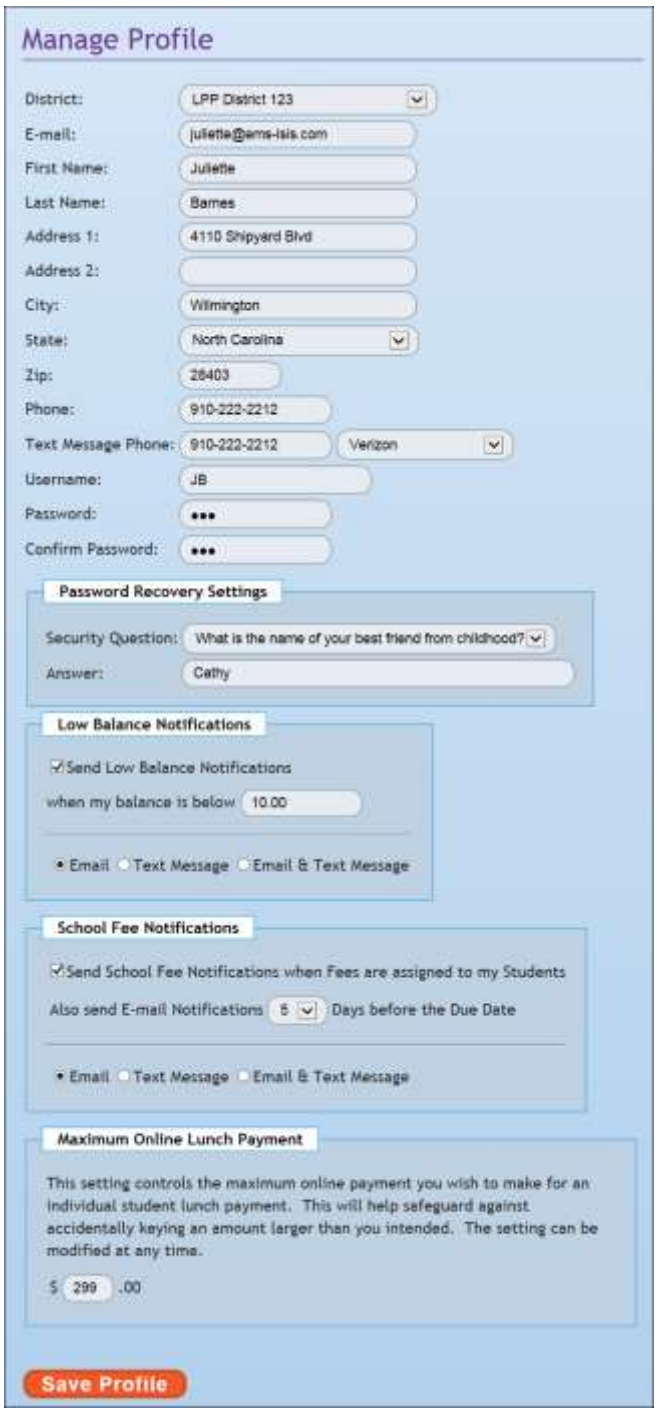
2.7 Manage Profile

Manage Profile is where the parent can change their password, email address and other account information.

NOTE: *This information is used ONLY for managing K12PaymentCenter.com accounts; it is never shared with anyone else.*



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- Select your child's school district from the **District** dropdown list.
- Enter the email you would like *K12PaymentCenter.com* to contact you with if necessary in the **E-mail** text field.
- Enter your first name in the **First Name** text field.
- Enter your last name in the **Last Name** text field.
- Enter your address in the **Address 1** and **Address 2** text fields.
- Enter your **City, State** and **Zip Code** in the appropriate text fields.
- Enter your phone number in the **Phone** text field. It will automatically be formatted.

Why do we need name and address here since it is also listed with the credit card information?

Name and address are required here in case we have to contact the parent about their account. The credit card information is ONLY used for processing payments. It is not available to the District Administrator or *K12PaymentCenter.com* support staff.

- Enter a password for your account in the **Password** text field.
- Enter the same password in the **Confirm Password** text field.

PASSWORD RECOVERY SETTINGS

- Select a security question from the **Security Question** dropdown list. If you select **Write your own question…** enter the question in the text box below.
- Type the answer to the security question in the **Answer** text field.

LOW BALANCE NOTIFICATIONS

- Check the **Send Low Balance Notifications** box if you would like receive notifications for low balances. If the box is checked, enter the following:
  - The amount at which you want to be notified.
  - Whether you'd like to receive an **Email, Text Message,** or **Email & Test Message.**

SCHOOL FEE NOTIFICATIONS

- Check the **Send School Fee Notifications when Fees are assigned to my Students** box for notifications when any school fees have been assigned to your child(ren). If the box is checked, enter the following:
  - Select a **number** of days in the dropdown list if you also want an email notification sent that many days before the due date.

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- Whether you'd like to receive an **Email, Text Message,** or **Email & Test Message.**

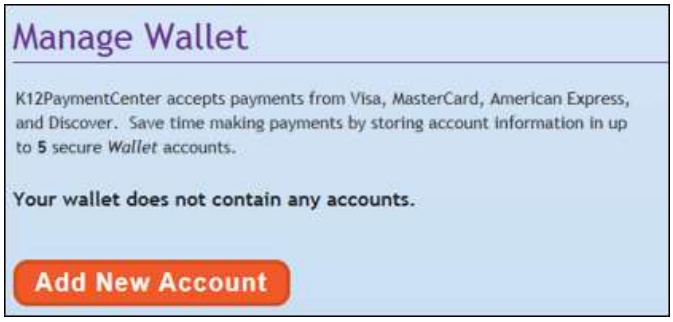
MAXIMUM ONLINE LUNCH PAYMENT

- Enter an amount in the text field.
  - The default is $299, but you can change it to anything up to $999.
  - Once an amount is entered and the profile is saved, you will be unable to make a payment greater than the set amount. If you would like to make a larger payment, update the amount here first.

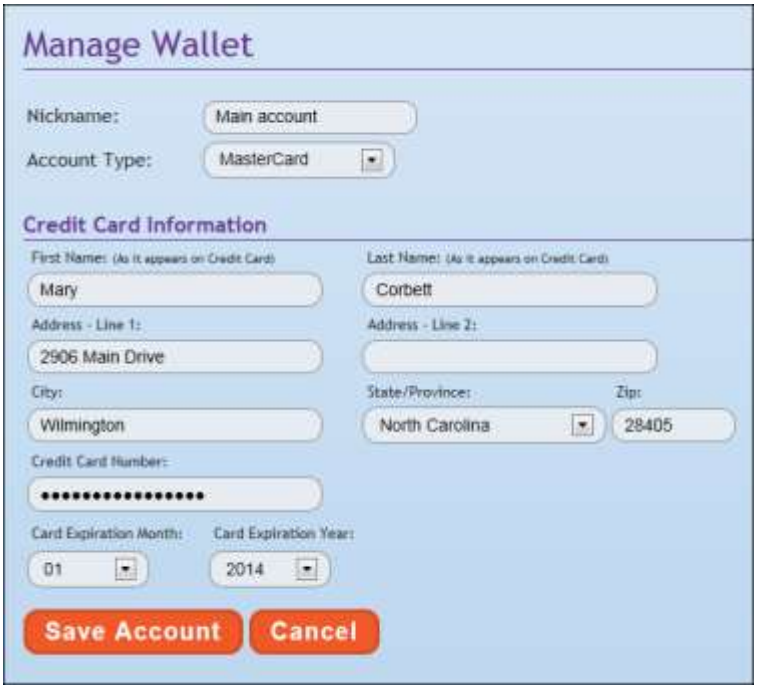
2.8 Manage Wallet

This feature is optional and allows the user to save credit card information so it does not need to be entered every time a payment is made.

- On the Manage Wallet page, click **Add New Account.**


Manage Wallet
K12PaymentCenter accepts payments from Visa, MasterCard, American Express, and Discover. Save time making payments by storing account information in up to 5 secure Wallet accounts.
Your wallet does not contain any accounts.
Add New Account

- The form will appear to add a new account.



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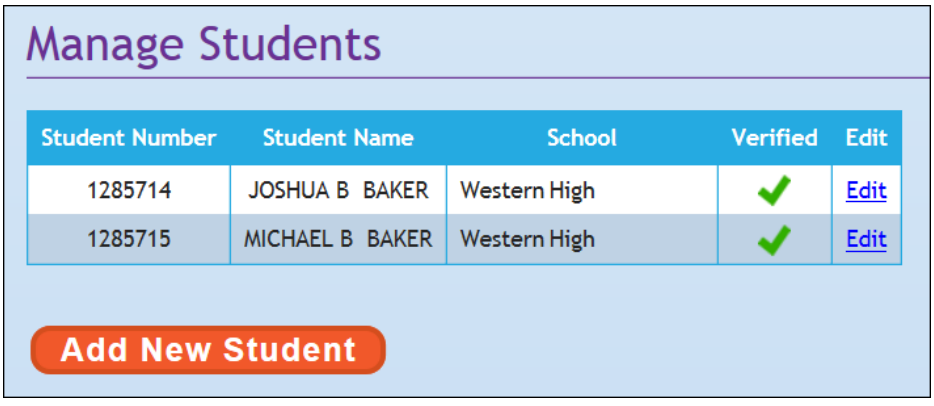
- Enter a Nickname for this card in the **Nickname** text field. This is used to make it easy to tell which card is being selected.
- Select the Account Type from the **Account Type** dropdown list.
- Enter the **credit card billing name** and **address, card number** and **expiration date** in the appropriate text fields.
    - Verify it matches the credit card's billing information.
- Click **Save Account** when completed.

- To set up another account, click **Add New Account.** Up to five accounts can be saved.
- To delete or change an account, click **Edit.**
    - There will be a **Delete Account** option if no recurring payments are attached to the account.

2.9 Manage Students

Parents can **Add** or **Delete** students or modify student information in **Manage Students.** *K12PaymentCenter.com* will verify that the information provided is correct.



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Why do students need to be verified?

This is done to ensure that a *POS* account exists for this student and that the correct student gets credit for the payments.

2.9.1 Add New Students

- Click **Add New Student.**

Manage Students
Add New Student
District 123 assigns an 8 or 9 digit number to each student. This number can be found on your student's schedule or report card. If you are unable to obtain this number please contact your student's school directly.
Student Number:
121212121212
First Name:
EMELIA
Last Name:
JONES
School:
Washington Elementary
Save Student
Cancel

- Enter the **Student Number, First Name** and **Last Name** in the respective text fields and select the School from the **School** dropdown list.
    - **Student Number** and the student's **Last Name** must match the school records exactly.
    - The **Student Number** digit length is determined by your district.

Why do we require an exact match on last name and student number?

For security, we require that the parent provide at least these two pieces of information.

Then the verify feature can be used to fill in the first name and school. This makes the registration process easier if parents are not sure exactly how their child's first name is spelled in the school records, while still providing confidentiality.

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- Click **Save** and it will search the database for a match.

- If a match is found, click **OK.** It will be verified immediately and the account will be ready to accept payments.
- If no match is found, the student cannot be instantly verified.
  - Verify the **Student Number** and **Last Name** are entered correctly
  - *K12PaymentCenter.com* will automatically attempt to verify the student when the auto-updates run.
  - If it is not verified with 24 hours, please refer to Verifying Students.

K12PaymentCenter
Your student is not verified!
Please edit information and resubmit or contact your school to confirm the student name and number in the Point of Sale system.
Please contact your district office at 123-123-1233 if you are not able to verify your student.
OK

  - Click **OK** to return to the **Add New Student** page.

2.9.2 Edit Existing Students

- Click the **Edit** button on that student's line.
- You will get a screen similar to the new student setup.

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  - Once a student is verified, Grade and Teacher fields will display and automatically populated if information is available. These are read-only.
- Update the information and click **Save.**
- You can also **Delete** students on the Edit screen.

NOTE: *If a Student Number needs to be changed on a student that is already verified, you will need to delete that student and add as a new student.*

2.10 District Menu

This is a link to the School District's lunch calendar website.

If the web address needs to be updated, please contact *Meals Plus* support.

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